Vaishakh I Kuppast

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Objective:

Cloud and AI enthusiast with hands-on experience in multi-cloud architectures, seeking to architect and build scalable cloud solutions and drive AI-powered innovations.

Experience : 5 Years, Company: Amazon Web Services, Bengaluru, India

System Development Engineer - AWS Security Hub   *2025/03 – Present*

- Reduced security incidents by 40% across AWS services (Cognito, EKS, SageMaker AI, OpenSearch, RDS, DynamoDB) through custom Security Hub rules, implemented using Python, CloudFormation, AWS CDK, and Git for version control
- Leveraged AI personas and agents to automate 85% of security compliance processes, saving 20+ hours weekly in manual reviews
- Conducted security research resulting in 15+ new control mechanisms; Streamlined operations with bash scripts, improving efficiency by 85% and saving 5 hours weekly

Cloud Support Engineer II – Media and Content Delivery   *2023/07 –2025/03*

- Led mission-critical live streaming operations for IPL events, ensuring 99.99% uptime for 25M+ concurrent viewers, while providing real-time traffic and error insights
- Resolved complex issues across AWS services (CloudFront, S3, Media, SES, WorkMail, Lambda, ELB, Route53) with 100% resolution rate and customer satisfaction
- Recognized as AWS Edge & Media Expert; conducted customer configuration reviews.
- Awarded 'Most Valuable Player' and "All Rounder" for resolving 50+ critical issues and 10+ complex RCA investigations every month

Cloud Support Engineer I - Storage and content delivery   *2021/04 – 2023/07*

- Architected solutions for critical content delivery challenges, leading high-stakes streaming support for Disney+ Hotstar events
- Developed automated diagnostic tools using Python, shell scripts, and LLM models, reducing troubleshooting time by 50%
- Designed 20+ scenario-based training labs, accelerating onboarding for 200+ new engineers from 12 to 4 weeks with 95% completion rate.

Cloud Support Engineer Associate - Networking   *2020/08 – 2021/04*

- Delivered technical expertise for AWS networking services (ELB, WAF, S3), resolving 50+ complex cases with 95% customer satisfaction

Education:

B.Tech, Electronic and Communication Engineering
KLE Technological University, Hubli, India   2016 – 2020
CGPA: 9.15

Key Projects (Hobby and Initiatives):
- Rishtas.in - Non-Profit Community Matrimony Platform
  - Architected and developed a zero-cost serverless matrimony platform serving 1000+ community members, leveraging GitHub CDN and Google Cloud's free tier (AppScripts, Firebase, Mail APIs)
- AWS Challenge Labs Program
  - Developed 20 simulation-based training labs across 50+ AWS services, reducing onboarding time by 40% with 90% completion rate and 4.8/5 satisfaction score
- AI-Powered Slack Chatbot
  - Developed AI-powered Slack chatbot using Amazon Lex V2, Kendra, and Bedrock, serving 2000+ internal engineers and reducing query resolution time by 80%, saving 20+ team hours weekly
- CloudFlare to CloudFront Migration Tool
  - Created CloudFlare to CloudFront migration tool using AWS Lambda and Python SDK, reducing transition time from 5 days to 2 hours and eliminating 90% of manual steps

Skills:
- Cloud & Infrastructure:
  - AWS: CloudFront, Lambda, EC2, S3, IAM, Route 53, VPC, Media Services, CloudTrail, CloudWatch
  - Google Cloud: App-Script, Firebase, AdSense, Gemini API
  - DevOps: CloudFormation, Docker, Kubernetes, Terraform, Git, Jenkins, Splunk
- Networking & Security
  - Protocols: HTTP/S, SSL/TLS, DNS, TCP/IP, SMTP, HLS, DASH, CMAF
  - Concepts: Load Balancing, CDN Optimization, DHCP, Subnetting, Routing
  - Tools: Wireshark, curl, ffmpeg, traceroute, mtr, dig
- Programming/Scripting:
  - Front-end Scripts : CSS, HTML, Bootstrap, XML
  - Backend Scripts : Python, Javascript (node.js), TypeScript, MySQL, Bash
- Operating Systems: MacOS, Linux, Windows
- Professional Skills:
  - Problem solving, Customer-Centric Support, Product Automation & Tooling, Agile & Continuous Improvement, Creative Thinking & Innovation

Achievements:
- Most Valuable Player & All Rounder Q4`24
- Security Star – Identified and mitigated edge-level configuration risks

Certificates:
- AWS Certified Solutions Architect Associate
- AWS AI Practitioner Certificate (Early Adopter)
- Juniper Networks Certified Associate, Junos (JNCIA-Junos)
- CloudFront Edge Subject Matter Expert
- Media Subject Matter Expert

Interests & Hobbies:
Content Creator (Cinematography & *Street-photography*), Tech & Psychological blog writer

Declaration: I hereby declare that the above-provided information is true to the best of my knowledge.

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